

CUSTOMER SERVICE/DATA ENTRY EXPERIENCE
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JOB OBJECTIVE

I am seeking an entry level position in a progressive company where I can learn and contribute to the company's growth by using my talents to boost company performance.

SKILLS SUMMARY

- * Clerical
- * Customer Service
- * Data Entry/ Type 35 wpm
- * Team working/ Communication
- * Fast Learner
- * Computer Literacy
- * Cashiering

EDUCATION & TRAINING

- *Paseo School of Performing Arts, Diploma KCMO 05/2000
- *Job Corps, Satellite Branch Kansas City, MO CNA Certification, 06/2001

RELEVANT COURSEWORK

- * Intro to Computer, Computer 1 and 2
- * Fundamentals of Business
- * Typing 1 and 2
- *Cash Handling

WORK EXPERIENCE

Subrogation Manager, Farmers Insurance, Olathe KS 10/2014-08/2015
*Managed claims
*Looked over claims to make sure they were entered correctly
*Called customers to assist them with their claims
*Entered customers information in the computer system
*Exercised Leadership Skills

3rd Key Manager, Clarks Bostonian Shoe Outlet, Overland Park, KS 2/2014-9-2014
*Trained employees in sales techniques
*Provided one on one professional customer service relations
*In charge of finances. Processed money to the bank
*15-20% in up sales average a week.
*Remain flexible to accommodate company needs to meet sales quota.

Data Entry Representative, H&R Block, Kansas City, MO 7/2012-1/2014
* Resolved issues customer had by escalating and creating cases for them
* Answered phones in a professional manner
* Answered any questions customer had and solved problems

Customer Service/Data Entry, US Toy Constructive Playthings, Grandview MO 10/2011-12/2011
*Answered incoming calls taking orderings and answering questions in a professional manner.
*Escalated calls and handled all customer concerns and issues professionally.
*Entered data in computer systems provided.

Cashier, LaMars Donuts, Kansas City, MO 12/2011-6/2012
*Provided excellent customer service while taking orders quickly and accurately using cash handling skills.
*Assisted customers in a professional manner.
Customer Service/Data Entry, US Toy Constructive Playthings, Grandview MO 10/2011-12/2011
*Answered incoming calls taking orderings and answering questions in a professional manner.
*Escalated calls and handled all customer concerns and issues professionally.
*Entered data in computer systems provided.

References

Tina Gipson, *DeLaSalle Academy Enrollment Coordinator-561-4445*
T'Risa Young, *Primerca Financial Analyst - 816-929-5576*
Rosalynn McCord-Bey, *Farmers Insurance Interpreter- 816-699-5503*